

Saint Luke's Place

Multi-Year Accessibility Plan



A PLACE FOR SENIORS

INTRODUCTION

In 2005, the Ontario Government passed the Accessibility for Ontarians with Disabilities Act with the objective in making Ontario accessible by 2025.

Accessibility Standards have been created which will require organizations to be barrier free and inclusive. These standards include:

- Customer Service – this standard has already come into force
- Integrated Accessibility Standards Regulation (IASR) which comprises of:
 - Information and Communication
 - Employment
 - Transportationwill be phased in over time
- The built environment – this standard is in development at the time of writing of this document.

This Multi-Year Accessibility plan provides an overview on Saint Luke's Place's initiative to become a barrier free organization.

OUR COMMITMENT

In support of Saint Luke's Place mission to be a centre of excellence, "Saint Luke's Place" is committed to providing our employees, residents, and clients with barrier-free access to our goods and services, communication and information, and employment opportunities in compliance with the Accessibility for Ontarians with Disability Act (AODA)

Our commitment includes:

- Transforming our culture to include accessibility into our everyday practice
- Commitment to the principles of independence, dignity, integration and equality of opportunity to meet the needs of people with disabilities
- Establishing, maintaining, and implementing policies, associated practices and procedures to meet the accessibility needs of people in a timely manner
- Excellence in serving all of our clients including people with disabilities in a manner that takes into account the person's disability.
- Promoting values that support relationships between people with disabilities and the organization.
- Training all employees and volunteers who provide goods and services to our clients, and persons participating in the development and approval of Saint Luke's Place policies, practices and procedures on the requirements under the Integrated Regulation and the Ontario Human Rights Code as it pertains to persons with disabilities
- Providing people with disabilities the same opportunity of access to employment opportunities and related services as do all prospective employees.

WHERE WE ARE AT

In many ways, Saint Luke's Place has already recognized that a barrier free organization is a stronger organization through our various achievements.

Structural

All Saint Luke's Place have accessible entrances that are available and clearly marked. Entrances can be accessed independently and provide direct access to the main floor, lobby or elevator without having to access stairs or a ramp.

Weather protection is provided at the Administration Entrance and routes of travel are wide enough to accommodate mobility devices and lift equipped vans.

Curb cuts at drives, parking and drop-off locations, with adequate number of accessible parking spaces clearly marked with the International Symbol of Accessibility.

Landscaping is maintained and well-trimmed to ensure routes of travel are clear and well lit.

Environmental

Saint Luke's Place had made a conscious effort in its architectural design to meet and exceed building standards when it comes to ensuring the safety and meeting accessibility for our staff, clients, residents and visitors.

Our doors are operational with a closed fist and the closers are timed to allow sufficient time for movement between areas. Clear, visible signage and lighting are provided and our emergency systems are checked and maintained on a regular basis. Service desks and service facilities are suitable for both standing and seating users.

All our public elevators have door jams at each door identifying the floor in raised Braille letters and open public spaces are flexible in design to allow for wheelchair.

Employment

Saint Luke's Place is committed to ensuring that people with disabilities have the same opportunity of access to employment opportunities and related services.

Employment policies and practices are established, implemented and reviewed regularly to ensure all individuals are treated on the basis of merit without discrimination. Reasonable accommodations will be made for individuals with disabilities when requested, in a reasonable and timely manner, taking into account the individual's needs. Accommodations are regularly reviewed and adjusted, as necessary.

Attitudinal

Saint Luke's Place mission is to support appropriate services to enable seniors of different backgrounds and needs to live their lives to the fullest – in the healthiest, most independent and dignified ways. This is aligned with the AODA objective.

We achieve this by continuous training and reinforcement of practices which abide by the Human Rights Code to all our staff, volunteers and service providers.

Information and Communication

Saint Luke's Place incorporates various communication tools in our daily practice of care to our residents and clients. This includes

- Written handbooks or brochures for our residents and clients and staff being available to respond to inquiries
- Appropriate activities specific to our residents' and clients' cognitive and physical ability
- Acceptance of various channels of feedback including group (via Residents' Council and Family Council) and/or one-to-one meetings, written feedback and comment cards
- Appropriate use of visuals
- Regular face to face meetings with our residents, clients, and staff. Minutes are available to the relevant parties for review and comment.

WHAT HAVE WE DONE

Saint Luke's Place has established an Accessibility Committee which will provide leadership to the organization in its ongoing commitment to be barrier free.

Staff and volunteers are trained on how to provide service to our residents and clients with disabilities. Supervisors receive additional training on the Human Rights Code

Policies and guidelines specifically related to accessibility have been established and we are continuing to review our other policies and practices to incorporate accessibility.

A review has been conducted to identify areas that Saint Luke's Place can focus on in the long run and an annual Accessibility Plan has been created to identify areas for action and expected timeline for completion (reference: Accessibility Plan). The Board of Directors is kept apprised of the status of the annual Accessibility Plan.

YOUR FEEDBACK

The purpose of the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) is to improve opportunities for people with disabilities and to provide for their involvement in the identification, removal, and prevention of barriers to facilitate their full participation. Saint Luke's Place strives to achieve this goal.

Please let us know how we can service you better. We welcome your feedback whether in person, by telephone, in writing, by email, or otherwise. Contact information:

Mailing address: **Saint Luke's Place**
 1624 Franklin Blvd.
 Cambridge, ON
 N3L 3J4

Telephone: **(519) 658-5183**

Fax: **(519) 658-2991**

Email: **info@saintlukesplace.ca**

Website: **www.saintlukesplace.ca**

If you require assistance while on site, please speak to the receptionist or your direct service provider.

Documents concerning Accessibility at Saint Luke's Place are available upon request.